Naval Health Care New England COMMAND ORIENTATION TRICARE BRIEF

HEALTH CARE OPERATIONS
NOV 2005

Do you need this brief?

- If you/family plan on needing any type of healthcare during your tour…

  you need this brief.

- If you work in any capacity at an MTF…

  you need this brief.

Agenda

- What is TRICARE?
- How do you access primary care and specialty care in this area?
- How do you access your PCM/PCM Team 24/7?
- How do you obtain prior authorization for urgent care?
- How do you notify your PCM of an emergency visit?
- TRICARE Region North/The Business of Healthcare

What is TRICARE?

- Military's Healthcare System (Direct Care/Network).
- Consists of three regions-**TRICARE North**, South and West.
- Health care is delivered in partnership with a Managed Care Support Contractor; **Health Net Federal Services** providing a "network" of civilian facilities and individual providers to augment the direct care system.

Managed Care Support Program

Health Net Federal Services

Enrollment (TRICARE Service Center)

Process Claims

Provider Network

Medical Library (online)

Call 1-877-Tricare or via https://www.hnfs.net

Enrollment

- Enrollment is the responsibility of the MCSC; HNFS. Enrollment forms are processed at their TRICARE Service Center. Selection of a PCM.
- Active Duty must complete a TRICARE enrollment form.
- Family members may enroll to Prime or remain in Standard, or Extra. Prime will enroll to the MTF.
- Update DEERS at PSD.

TRICARE - Health Net Federal Services Beneficiary Home Page - Microsoft Internet Explorer provided by NHCNE Portsmouth, NH

File Edit View Favorites Tools Help Address https://www.hnfs.net/bene/home Go

Beneficiary Provider Government Relations

Health Net Federal Services

TRICARE North

Home | Enrollment | Claims | Benefits | Healthy Living | Medical Care

Login Register

Search

PROVIDER DIRECTORY
Find a provider now!
Check Medical Board Certification

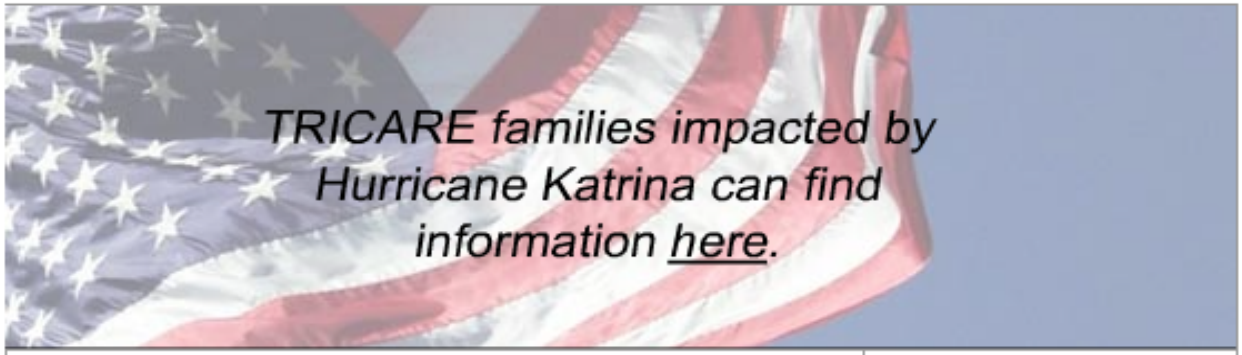
GETTING HELP
- FAQs
- Glossary
- Links
- Acronyms
- Manuals
- Bill of Rights

CONTACTS
- Phone
- TSC Locator
- Mail
- MTF Locator

WebMD
Health Information

TRICARE PROGRAM
Materials
Forms Library

VISITOR FEEDBACK
Help improve our site...



Special Features

Request TRICARE Replacement Cards Online - Available to Prime, Prime Remote and Reserve Select Beneficiaries

Hurricanes Katrina and Rita Information

Langley AFB Emergency Room Transitions to Urgent Care Center

News and Bulletins

Read the latest news about TRICARE.

Get the latest Newsletters and bulletins here.

Events and Briefings

Find out the schedule of events and briefings in your area.

Fast and Convenient Payment Options Available

Pay your enrollment fees by monthly allotment or automatic payment

Forms Library

Health Net is listening to you! Check out the Forms Library for easy access to all TRICARE forms.

TRICARE for the Reserve Component

Learn more about Reserve Component Health Care and TRICARE Reserve Select coverage.

Done Internet

NHCNE Managed Care Program

NHCNE Call Center

- Primary Care Appointing
- Facilitates 24/7 access to PCM (Urgent Care Authorization)

Referral Management Office

- In house Specialty Care Appointing
- Processes referrals to the network

Enrollment Management

- Facilitates PCM assignments and capacities

Health Benefits Advisors

Case Management

Marketing

Naval Health Care New England

NACC Newport

NBHC Brunswick

NHCNE CALL CENTER
1-888-NAVY MED

NACC Groton

NBHC Saratoga Springs

NBHC Portsmouth

Hours of Operation

NACC Groton

M-F; 0730-1830

Sat-Sun; 0900-1530

NACC Newport

M-F; 0800-1900

AD Early access;
0630-0830

Sat-Sun; 0800-1600

NBHC Brunswick

M-F; 0700-1600,

Wed; 0700-1800

NBHC Portsmouth

M-F; 0700-1630

NBHC Saratoga Springs

(Active Duty Only Clinic)

M-F; 0645-1530

Services Available at the MTF

- Primary Care
- Specialty (Consultative) Care
  - General and GYN Surgery (Newport/Groton)
  - Orthopedics (Newport/Groton)
  - Dermatology (Newport/Groton)
  - General Dentistry/Oral Surgery (Newport/Groton)
  - Optometry (Newport, Groton, Ports, Bruns)
  - Physical Therapy (Newport, Groton, Ports, Bruns)
- Laboratory
- Basic Radiology (Groton CTs)
- Pharmacy
- Mental Health (Newport/Groton)

Naval Health Care New England - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://nhcne.med.navy.mil/
Go Links

NHCNE
Naval Health Care New England

For an Appointment call:
1-888-628-9633

HOME
COMMAND INFO.
CARE LOCATIONS
PATIENT SERVICES
STAFF INFO.
NEWS ARCHIVES
LINKS

TRICARE

About Us

Naval Health Care New England is the health care system for the Navy in the Northeast Region, providing medical care to over 116,000 beneficiaries in six states. Primary and specialty care services are provided at all facilities with hospital based care provided through the partnership hospitals of Newport Hospital, Newport RI, William W. Backus Hospital, Norwich CT and Lawrence & Memorial Hospital, New London, CT.

The command headquarters is located in Newport, RI with Naval Ambulatory Care Centers at Groton, CT and Newport, RI and Branch Medical Clinics at Portsmouth, NH, Brunswick, ME and Saratoga Springs, NY.

Our facilities have varied hours of operation. Please visit the clinic location page for specific hours, or call the Appointment Call Center for more information: (888) 628-9633.

NAVY MEDICINE
World Class Care...Anytime, Anywhere

NHCNE News

NHCNE Computer Outage

We will conduct a scheduled downtime of our computer systems beginning at 2030 Thursday, 10 Nov 05 running through 0600 Monday, 14 Nov 05. During this timeframe, the **Pharmacy Refill telephone and internet system will not be available. Please plan accordingly.**

NHCNE Headquarters

Commanding Officer:
Captain Patricia J. Goodin
Nurse Corps
United States Navy

Command Master Chief:
Leon Vorters Jr.,
Hospital Corpsman Master Chief
United States Navy

Appointments:
(888) 628-9633

RX Refills:
(877) 211-1126

Hours:
Monday - Friday
7:30a.m.-4:30p.m.

Phone:
(401) 841-3236
DSN: 948-3236

Fax:
(401) 841-2675
DSN: 948- 2675

Done
Local intranet

Urgent Care

- **Call the NHCNE Appointment Call Center at 1-888-NAVY MED (628-9633) 24/7 to contact your PCM.**
- During normal business hours the PCM team will handle the call (Quick Response Nurse) and may provide you a same day appointment, advice on how to handle the immediate situation or authorize care.
- Urgent Care requires an authorization from your Primary Care Manager (PCM) prior to you seeking care or the MCSC will charge POS.

Urgent Care

- **Call the NHCNE Appointment Call Center at 1-888-NAVY MED (628-9633) 24/7 to contact your PCM.**
- After business hours the After Hours Call Center staff will facilitate an acute appointment or contact the PCM On Call who will contact you directly.
- The PCM On Call may provide you advice on how to handle the immediate situation; suggest an acute appointment the next business day, or authorize urgent care.

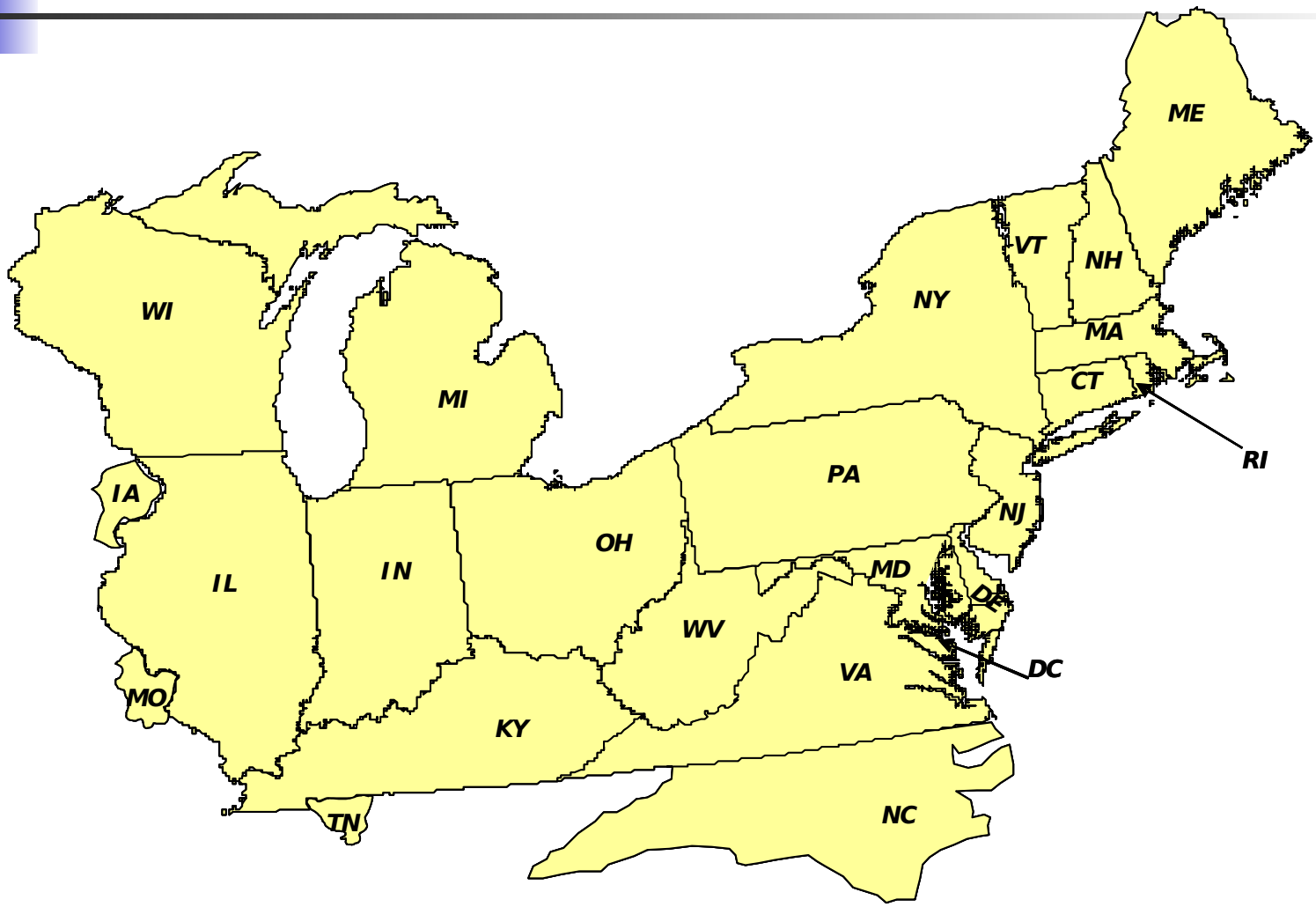
Emergency Care

All TRICARE beneficiaries, in the event of a life-, limb-, or eyesight-threatening emergency, should call 911 or go to the nearest emergency department for care.

Emergency Care does not require an authorization.

If enrolled to prime within the MTF call the **NHCNE Call Center** (**1-888 NAVY MED**) within 24 hours to notify your PCM of a visit to a local ER. If you are out of area contact Health Net Federal Services within 24 hours at 1-877-TRICARE to notify of an emergency admission or ER visit to coordinate continued care and ensure proper claims processing.

TRICARE Region North



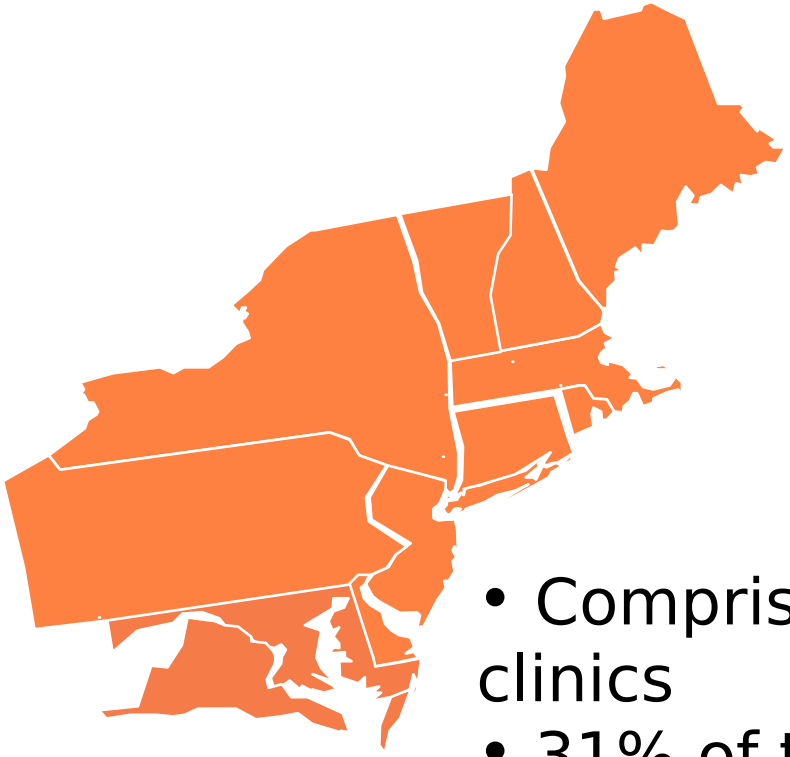
"Serving Those That Protect & Defend"

TRICARE North Region Stats

- Region consists of 23 states from Maine to North Carolina and from Wisconsin to Kentucky
- Range of DOD healthcare facilities all Services represented: 4 medical centers, 12 bedded facilities and 70 clinics
- 3 Multi-Service Markets (Tidewater, National Capital Area (NCA) and Ft Bragg/Pope
- 82 Prime Service Areas (PSA) majority located around Medical Treatment Facilities (MTFs)
- Health Net Federal Services network has over 83K providers, most residing in PSAs

Population Demographics

Northeast Sub-Region



Beneficiary Category	Eligibles	Enrolled
AD	106,007	84,403
ADFM	161,073	74,029
RET	184,261	22,362
RETFM	271,584	41,627
Totals	**722,925**	**222,421**

Enrollment figures reflect Direct Care only.

- Comprised of 1 bedded facility and 14 clinics
- 31% of the Northeast eligible population is enrolled in TRICARE Prime at MTFs

NHCNE Enrollment

NHCNE MTF	Enrolled
NACC GROTON	**13,370**
OPS FORCES GROTON	**2,699**
NACC NEWPORT	**10,848**
NBHC SARATOGA SPRINGS	**2,686**
NBHC PORTSMOUTH	**3,286**
NBHC BRUNSWICK	**4,606**
OPS FORCES BRUNSWICK	**1,921**
As of: October 2005	**39,416**

Note: Students onboard less than 179 days are not enrolled

Business of Health Care

It’s about continually finding ways at every level to provide accessible, efficient, economical, high quality care as a member of the health care team, by:

- Keeping the patient and staff safe,
- Maximizing the provider’s time,
- Negotiating the best price for supplies and services,
- Identifying better products or processes,
- Maintaining the facility,
- Helping patients access the appropriate level of care,
- Having the right amount and mix of labor available.

Business of Health Care

How do we mitigate healthcare costs?

Answer: Set Workload Standards

1. Monitor Productivity
2. Improve Data Accuracy
3. Recapture Network Care
4. Improve the Value of Care

Wrap Up

- Utilize 1-888 NAVY MED to access a PCM 24/7, to make primary care appointments, notify PCM of ER visit.
- Utilize http://nhcne.med.navy.mil for current services and command information.
- Go to the Referral Management Office to book in-house specialty care or process a network referral.

Wrap Up

Health Net Federal Services is our health care partner.

Ensure that DEERS is current and accurate.

“The business of Healthcare is our responsibility we must mitigate healthcare costs in order to maintain the TRICARE benefit now and into the future”.